

FSM

FIELD SERVICE MANAGEMENT SOFTWARE



About



FSM - Field Service Management Software

Field Service Management Software is a reporting & task scheduling system based on mobile application (phones and tablets) and web application (central opening software) mutually synchronized. FSM provides powerful field service planning, workforce tracking, mobile data capture and reporting solution customized to your needs. FSM is developed to work in difficult conditions and tested according to all IP standards.

Field Service Management was initially designed for quality inspections, factory/production organization, maintenance and management, but the application can be adapted to any other industry sector or service depending on customer requirements.

- Designed for difficult working conditions for a mobile device
- Works with or without internet access
- Synchronization between mobile and web application

FSM delivers custom made inspection forms, paperless scheduling and reports, dispatch reporting, production monitoring, inspection reports, and asset management in real-time. FSM is a low-cost solution for field service, reduces administrative costs by 50% by eliminating paperwork thus improving productivity by 40%.

- Create fast and easy projects and reports from mobile device
- Capture field data and proof of service delivery more accurately
- View and manage projects and reports
- Protect your reports and comply with safety regulations
- Real-time reporting and integration with IT systems



There are two parts of FSM, a website and a mobile application.

WEB APPLICATION is used to create mobile forms and work-flows, add projects, manage assets, schedule and dispatch jobs and to view inspection and status/progress reports coming from the field in real-time.

MOBILE APPLICATION is used to receive or create projects details, view, edit and send inspection reports, capture field information such as photos, signatures, text, etc. as well as to create real-time inspection and status reports.

FULL PROTECTED DATA

Mobile application synchronization technology works in the cloud-server. While device can work with or without internet connection, when it is first connected to the internet, all the data will synchronize with the server and remain saved on the server.

Benefits for the user:

- Better customer knowledge
- Faster communication
- Easy-to-use and learn (no training)
- Note taking, image editing
- Increased productivity (more jobs, less administration)

Benefits for the business:

- Faster service-to-report cycle times
- Improved compliance and standardization
- Accurate time tracking and expense reporting
- Device-agnostic, configurable and upgrade-able
- Blazing fast performance, secure and salable

Application Features



WEB Application:

- Project management
- Supplier management
- Client management
- Employee management
- Application user management
- Reporting (layout and data are defined with the customer)
- Purchase management (option)
- Task management (option)

** other additional options according to customer demands



MOBILE Application:

- Reporting
- Mobile Data Capture
- Printing (option)

** other additional options according to customer demands